Enterprise Incident Report March 2012

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Transportation

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Transportation	Application Services	Bart Purser	1 0	0 0	1 0
		Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	1 0	5 0
		Martin Gonzalez	3 3	0 0	3 3
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	12 3	1 0	13 3
	Campus Networking	David Miller	2 0	0 0	2 0
		Keven Longfellow	1 0	0 0	1 0
		Tim King	1 0	1 0	2 0
		Assigned to Individual Total	4 0	1 0	5 0

Transportation

			Low	Medium	FCR Total
Transportation	Help Desk	Brenda Treadway	1 1	0 0	1 1
		James Stearns	3 3	0 0	3 3
		Julie VanBeekum	1 1	0 0	1 1
		Assigned to Individual Total	5 5	0 0	5 5
	Metro A Help Desk	Ed Conrad	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro B Help Desk	Val Shepherd	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Diane Christensen	5 5	0 0	5 5
		Karen Gross	45 44	0 0	45 44
		Reed Stohel	1 1	0 0	1 1
		Assigned to Individual Total	52 50	0 0	52 50
	Metro C Hosting	Brian Winn	1 0	0 0	1 0

Transportation

			Low	Medium	FCR Total
Transportation	Metro C Hosting	Jason Wihongi	5 1	0 0	5 1
		Assigned to Individual Total	6 1	0 0	6 1
	Metro C West Desktop Support	Cody Flanders	12 4	0 0	12 4
		Hal Wold	4 1	0 0	4 1
		Jeff Bench	42 42	0 0	42 42
		Mike Larsen	31 28	0 0	31 28
		Shane Squire	12 3	0 0	12 3
		Shellie Ramsay	8 8	0 0	8 8
		Assigned to Individual Total	109 86	0 0	109 86
	Network Operations	Dave Bodily	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Randy Graham	70 69	0 0	70 69
		Richard Packer	19 16	0 0	19 16

Transportation

			Low	Medium	FCR Total
Transportation	Rural Central Desktop Support	Todd Hardy	5 4	0 0	5 4
		Assigned to Individual Total	95 89	0 0	95 89
	Rural North Desktop Support	Robert Stock	16 16	2 2	18 18
		Rodney Peterson	15 10	0 0	15 10
		Assigned to Individual Total	31 26	2 2	33 28
	Rural South Desktop Support	Doug Chaston	8 7	0 0	8 7
		Doug Thornton	1 0	0 0	1 0
		Joel Finlinson	61 57	1 1	62 58
		Lance Nay	1 1	0 0	1 1
		Lane Adams	1 0	0 0	1 0
		Assigned to Individual Total	72 65	1 1	73 66
	Voice Operations	Britany Egan	0 0	1 0	1 0
		Kelly Johnson	2 0	0 0	2 0
		Romanza Hamblin Sorensen	7 5	0 0	7 5

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Transportation

			Low	Medium	FCR Total
Transportation	Voice Operations	Assigned to Individual Total	9 5	1 0	10 5
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		T Artis	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0
	Assigned Group Total		403 332	6 3	409 335
Customer Company Total			403 332	6 3	409 335

Transportation

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Transportation	Application Services	Bart Purser	1 0	0 0	1 0
		Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	1 0	5 0
		Martin Gonzalez	3 1	0 0	3 1
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	2 1	0 0	2 1
		Assigned to Individual Total	12 2	1 0	13 2
	Campus Networking	David Miller	2 1	0 0	2 1
		Keven Longfellow	1 0	0 0	1 0
		Tim King	1 1	1 0	2 1
		Assigned to Individual Total	4 2	1 0	5 2

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Transportation

			Low	Medium	MIR Total
Transportation	Help Desk	Brenda Treadway	1 0	0 0	1 0
		James Stearns	3 0	0 0	3 0
		Julie VanBeekum	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Diane Christensen	5 0	0 0	5 0
		Karen Gross	45 1	0 0	45 1
		Reed Stohel	1 0	0 0	1 0
		Assigned to Individual Total	52 1	0 0	52 1
	Metro C Hosting	Brian Winn	1 1	0 0	1 1

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Transportation

			Low	Medium	MIR Total
Transportation	Metro C Hosting	Jason Wihongi	5 3	0 0	5 3
		Assigned to Individual Total	6 4	0 0	6 4
	Metro C West Desktop Support	Cody Flanders	12 0	0 0	12 0
		Hal Wold	4 0	0 0	4 0
		Jeff Bench	42 0	0 0	42 0
		Mike Larsen	31 0	0 0	31 0
		Shane Squire	12 0	0 0	12 0
		Shellie Ramsay	8 0	0 0	8 0
		Assigned to Individual Total	109 0	0 0	109 0
	Network Operations	Dave Bodily	2 1	0 0	2 1
		Assigned to Individual Total	2 1	0 0	2 1
	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Randy Graham	70 0	0 0	70 0
		Richard Packer	19 0	0 0	19 0

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Transportation

			Low	Medium	MIR Total
Transportation	Rural Central Desktop Support	Todd Hardy	5 0	0 0	5 0
		Assigned to Individual Total	95 0	0 0	95 0
	Rural North Desktop Support	Robert Stock	16 0	2 1	18 1
		Rodney Peterson	15 2	0 0	15 2
		Assigned to Individual Total	31 2	2 1	33 3
	Rural South Desktop Support	Doug Chaston	8 0	0 0	8 0
		Doug Thornton	1 0	0 0	1 0
		Joel Finlinson	61 0	1 0	62 0
		Lance Nay	1 0	0 0	1 0
		Lane Adams	1 0	0 0	1 0
		Assigned to Individual Total	72 0	1 0	73 0
	Voice Operations	Britany Egan	0 0	1 0	1 0
		Kelly Johnson	2 0	0 0	2 0
		Romanza Hamblin Sorensen	7 1	0 0	7 1

Transportation

			Low	Medium	MIR Total
Transportation	Voice Operations	**Assigned to Individual Total**	9 1	1 0	10 1
	Voice/Data/WAN Services	Mike Johnson	1 0	0 0	1 0
		T Artis	3 1	0 0	3 1
		Assigned to Individual Total	4 1	0 0	4 1
	Assigned Group Total		403 14	6 1	409 15
Customer Company Total			403 14	6 1	409 15

Transportation

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Transportation	Application Services	Bart Purser	1 0.50	0 0.00	1 0.50
		Danielle Hood	1 0.11	0 0.00	1 0.11
		Dustin Crump	4 0.32	1 0.15	5 0.29
		Martin Gonzalez	3 2.02	0 0.00	3 2.02
		Paul Lundell	1 0.19	0 0.00	1 0.19
		Tony Larsen	2 1.04	0 0.00	2 1.04
		Assigned to Individual Total	**12** **0.85**	**1** **0.15**	**13** **0.80**
	Campus Networking	David Miller	2 0.75	0 0.00	2 0.75
		Keven Longfellow	1 0.17	0 0.00	1 0.17
		Tim King	1 1.73	1 0.00	2 0.87
		Assigned to Individual Total	**4** **0.85**	**1** **0.00**	**5** **0.68**

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Transportation

			Low	Medium	ATTIR Total
Transportation	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		James Stearns	3 0.00	0 0.00	3 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.00	0 0.00	5 0.00
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Help Desk	Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.80	0 0.00	1 0.80
		Diane Christensen	5 0.00	0 0.00	5 0.00
		Karen Gross	45 0.08	0 0.00	45 0.08
		Reed Stohel	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	52 0.09	0 0.00	52 0.09
	Metro C Hosting	Brian Winn	1 11.19	0 0.00	1 11.19

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Transportation

			Low	Medium	ATTIR Total
Transportation	Metro C Hosting	Jason Wihongi	5 5.41	0 0.00	5 5.41
		Assigned to Individual Total	6 6.37	0 0.00	6 6.37
	Metro C West Desktop Support	Cody Flanders	12 0.11	0 0.00	12 0.11
		Hal Wold	4 0.04	0 0.00	4 0.04
		Jeff Bench	42 0.00	0 0.00	42 0.00
		Mike Larsen	31 0.00	0 0.00	31 0.00
		Shane Squire	12 0.07	0 0.00	12 0.07
		Shellie Ramsay	8 0.00	0 0.00	8 0.00
		Assigned to Individual Total	109 0.02	0 0.00	109 0.02
	Network Operations	Dave Bodily	2 0.91	0 0.00	2 0.91
		Assigned to Individual Total	2 0.91	0 0.00	2 0.91
	Rural Central Desktop Support	Jessica Purcell	1 0.00	0 0.00	1 0.00
		Randy Graham	70 0.00	0 0.00	70 0.00
		Richard Packer	19 0.00	0 0.00	19 0.00

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Transportation

			Low	Medium	ATTIR Total
Transportation	Rural Central Desktop Support	Todd Hardy	5 0.20	0 0.00	5 0.20
		Assigned to Individual Total	95 0.01	0 0.00	95 0.01
	Rural North Desktop Support	Robert Stock	16 0.00	2 1.96	18 0.22
		Rodney Peterson	15 0.15	0 0.00	15 0.15
		Assigned to Individual Total	31 0.07	2 1.96	33 0.19
	Rural South Desktop Support	Doug Chaston	8 0.00	0 0.00	8 0.00
		Doug Thornton	1 0.00	0 0.00	1 0.00
		Joel Finlinson	61 0.00	1 0.00	62 0.00
		Lance Nay	1 0.00	0 0.00	1 0.00
		Lane Adams	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	72 0.00	1 0.00	73 0.00
	Voice Operations	Britany Egan	0 0.00	1 0.25	1 0.25
		Kelly Johnson	2 0.28	0 0.00	2 0.28
		Romanza Hamblin Sorensen	7 0.39	0 0.00	7 0.39

Transportation

			Low	Medium	ATTIR Total
Transportation	Voice Operations	Assigned to Individual Total	9 0.37	1 0.25	10 0.36
	Voice/Data/WAN Services	Mike Johnson	1 0.18	0 0.00	1 0.18
		T Artis	3 0.51	0 0.00	3 0.51
		Assigned to Individual Total	4 0.42	0 0.00	4 0.42
	Assigned Group Total		403 0.17	6 0.72	409 0.18
Customer Company Total			403 0.17	6 0.72	409 0.18

Transportation

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Transportation	Application Services	Bart Purser	1 0	0 0	1 0
		Danielle Hood	1 0	0 0	1 0
		Dustin Crump	4 0	1 0	5 0
		Martin Gonzalez	3 1	0 0	3 1
		Paul Lundell	1 0	0 0	1 0
		Tony Larsen	2 0	0 0	2 0
		Assigned to Individual Total	12 1	1 0	13 1
	Campus Networking	David Miller	2 0	0 0	2 0
		Keven Longfellow	1 1	0 0	1 1
		Tim King	1 0	1 0	2 0
		Assigned to Individual Total	4 1	1 0	5 1

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Transportation

			Low	Medium	MR Total
Transportation	Help Desk	Brenda Treadway	1 0	0 0	1 0
		James Stearns	3 0	0 0	3 0
		Julie VanBeekum	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Metro A Help Desk	Ed Conrad	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Help Desk	Val Shepherd	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Diane Christensen	5 3	0 0	5 3
		Karen Gross	45 0	0 0	45 0
		Reed Stohel	1 0	0 0	1 0
		Assigned to Individual Total	52 3	0 0	52 3
	Metro C Hosting	Brian Winn	1 1	0 0	1 1

Transportation

			Low	Medium	MR Total
Transportation	Metro C Hosting	Jason Wihongi	5 1	0 0	5 1
		Assigned to Individual Total	6 2	0 0	6 2
	Metro C West Desktop Support	Cody Flanders	12 0	0 0	12 0
		Hal Wold	4 0	0 0	4 0
		Jeff Bench	42 0	0 0	42 0
		Mike Larsen	31 1	0 0	31 1
		Shane Squire	12 0	0 0	12 0
		Shellie Ramsay	8 0	0 0	8 0
		Assigned to Individual Total	109 1	0 0	109 1
	Network Operations	Dave Bodily	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Rural Central Desktop Support	Jessica Purcell	1 0	0 0	1 0
		Randy Graham	70 0	0 0	70 0
		Richard Packer	19 0	0 0	19 0

Transportation

			Low	Medium	MR Total
Transportation	Rural Central Desktop Support	Todd Hardy	5 0	0 0	5 0
		Assigned to Individual Total	95 0	0 0	95 0
	Rural North Desktop Support	Robert Stock	16 0	2 1	18 1
		Rodney Peterson	15 0	0 0	15 0
		Assigned to Individual Total	31 0	2 1	33 1
	Rural South Desktop Support	Doug Chaston	8 0	0 0	8 0
		Doug Thornton	1 0	0 0	1 0
		Joel Finlinson	61 0	1 0	62 0
		Lance Nay	1 0	0 0	1 0
		Lane Adams	1 0	0 0	1 0
		Assigned to Individual Total	72 0	1 0	73 0
	Voice Operations	Britany Egan	0 0	1 0	1 0
		Kelly Johnson	2 0	0 0	2 0
		Romanza Hamblin Sorensen	7 0	0 0	7 0

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Transportation

			Low	Medium	MR Total
Transportation	Voice Operations	**Assigned to Individual Total**	90	10	100
	Voice/Data/WAN Services	Mike Johnson	10	00	10
		T Artis	30	00	30
		Assigned to Individual Total	40	00	40
	Assigned Group Total		4038	61	4099
Customer Company Total			4038	61	4099

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Transportation

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Transportation	Application Services	Bart Purser	1 1.11	0 0.00	1 1.11
		Danielle Hood	1 4.64	0 0.00	1 4.64
		Dustin Crump	4 0.53	1 0.69	5 0.56
		Martin Gonzalez	3 2.42	0 0.00	3 2.42
		Paul Lundell	1 1.20	0 0.00	1 1.20
		Tony Larsen	2 1.83	0 0.00	2 1.83
		Assigned to Individual Total	12 1.66	1 0.69	13 1.59
	Campus Networking	David Miller	2 1.86	0 0.00	2 1.86
		Keven Longfellow	1 59.58	0 0.00	1 59.58
		Tim King	1 1.77	1 0.00	2 0.89
		Assigned to Individual Total	4 16.27	1 0.00	5 13.02

Transportation

			Low	Medium	ATTR Total
Transportation	Help Desk	Brenda Treadway	1 0.00	0 0.00	1 0.00
		James Stearns	3 0.00	0 0.00	3 0.00
		Julie VanBeekum	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 0.00	0 0.00	5 0.00
	Metro A Help Desk	Ed Conrad	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Help Desk	Val Shepherd	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 1.89	0 0.00	1 1.89
		Diane Christensen	5 4.58	0 0.00	5 4.58
		Karen Gross	45 0.09	0 0.00	45 0.09
		Reed Stohel	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	52 0.56	0 0.00	52 0.56
	Metro C Hosting	Brian Winn	1 11.19	0 0.00	1 11.19

Transportation

			Low	Medium	ATTR Total
Transportation	Metro C Hosting	Jason Wihongi	5 19.04	0 0.00	5 19.04
		Assigned to Individual Total	6 17.73	0 0.00	6 17.73
	Metro C West Desktop Support	Cody Flanders	12 0.39	0 0.00	12 0.39
		Hal Wold	4 2.81	0 0.00	4 2.81
		Jeff Bench	42 2.39	0 0.00	42 2.39
		Mike Larsen	31 0.39	0 0.00	31 0.39
		Shane Squire	12 1.28	0 0.00	12 1.28
		Shellie Ramsay	8 0.49	0 0.00	8 0.49
		Assigned to Individual Total	109 1.35	0 0.00	109 1.35
	Network Operations	Dave Bodily	2 1.65	0 0.00	2 1.65
		Assigned to Individual Total	2 1.65	0 0.00	2 1.65
	Rural Central Desktop Support	Jessica Purcell	1	0 0.00	1
		Randy Graham	70 0.08	0 0.00	70 0.08
		Richard Packer	19 1.16	0 0.00	19 1.16

Transportation

			Low	Medium	ATTR Total
Transportation	Rural Central Desktop Support	Todd Hardy	5 2.23	0 0.00	5 2.23
		Assigned to Individual Total	95 0.40	0 0.00	95 0.40
	Rural North Desktop Support	Robert Stock	16 1.43	2 3.86	18 1.70
		Rodney Peterson	15 0.19	0 0.00	15 0.19
		Assigned to Individual Total	31 0.89	2 3.86	33 1.09
	Rural South Desktop Support	Doug Chaston	8 0.01	0 0.00	8 0.01
		Doug Thornton	1 0.00	0 0.00	1 0.00
		Joel Finlinson	61 0.00	1 0.00	62 0.00
		Lance Nay	1 0.00	0 0.00	1 0.00
		Lane Adams	1 0.08	0 0.00	1 0.08
		Assigned to Individual Total	72 0.01	1 0.00	73 0.01
	Voice Operations	Britany Egan	0 0.00	1 0.85	1 0.85
		Kelly Johnson	2 0.45	0 0.00	2 0.45
		Romanza Hamblin Sorensen	7 0.75	0 0.00	7 0.75

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Transportation

			Low	Medium	ATTR Total
Transportation	Voice Operations	**Assigned to Individual Total**	9 0.69	1 0.85	10 0.70
	Voice/Data/WAN Services	Mike Johnson	1 0.88	0 0.00	1 0.88
		T Artis	3 0.77	0 0.00	3 0.77
		Assigned to Individual Total	4 0.80	0 0.00	4 0.80
	Assigned Group Total		403 1.12	6 1.55	409 1.13
Customer Company Total			403 1.12	6 1.55	409 1.13

Transportation

Detail

Incident	Name	Type	Category	Item	TIR Missed		Value
INC000000430701	Mona Freeze	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	
INC000000465457	Jacob Merryweather	None	None	None	TIR Missed: No		0.08
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	5.59
INC000000466106	Patty Jones	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	2.10
INC000000466271	Kim Banks	Network	Error	None	TIR Missed: No		0.17
	Campus Networking	Keven Longfellow	Transportation	Low	Closed	TTR Missed: Yes	59.58
INC000000466308	Rick R Johnson	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	4.12
INC000000467346	Danny Eyre	PC/Laptop	Hardware	None	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	
INC000000469143	Scott Nussbaum	Application	Error	PGP	TIR Missed: Yes		3.91
	Rural North Desktop Support	Robert Stock	Transportation	Medium	Closed	TTR Missed: Yes	7.72
INC000000469749	Tim Taylor	Application	None	Novell GroupWise	TIR Missed: No		0.19
	Application Services	Paul Lundell	Transportation	Low	Closed	TTR Missed: No	1.20
INC000000469756	Adam Christensen	Application	None	None	TIR Missed: Yes		1.73
	Campus Networking	Tim King	Transportation	Low	Closed	TTR Missed: No	1.77
INC000000470023	Richard C Clark	Application	None	None	TIR Missed: No		0.42
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	5.90
INC000000470687	Mark Muhlestein	Application	Password	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000470690	Dave Babcock	Application	Error	None	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000470763	PK Mohanty	Mobile Devices	Error	Droid	TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	1.71
INC000000470850	Leona Dalley	Network	None	Internet Explorer	TIR Missed: Yes		1.16
	Network Operations	Dave Bodily	Transportation	Low	Resolved	TTR Missed: No	1.82
INC000000470888	Cheri Guertler	Application	None	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000470945	Eric Lyon	Application	None	ProjectWise	TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000470964	Janice Poole	Application	Error	Adobe Acrobat		TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No		0.04
INC000000471023	Matt Rhodes	Application	Password	Utah Master Directory		TIR Missed: No		0.00
	Help Desk	James Stearns	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471096	Robert Kesler	PC/Laptop	Performance	None		TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471097	Marsha Chaston	PC/Laptop	Hardware	None		TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471117	RDell Lee	Application	Error	None		TIR Missed: No		0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471234	Todd Richins	None	None	None		TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No		2.43
INC000000471282	Pamela Moyer	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471283	Nicole Jaramillo	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471285	Steven Switzer	Application	None	Novell GroupWise		TIR Missed: No		0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471356	Lewis Rasmussen	None	None	None		TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471359	Wayne Grzymkowski	Telecom	Dial Tone	Telephone		TIR Missed: No		0.66
	Network Operations	Dave Bodily	Transportation	Low	Closed	TTR Missed: No		1.49
INC000000471392	Gary Lepic	Application	Error	WordPerfect Office 2002		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471398	Ron Parks	PC/Laptop	None	None		TIR Missed: No		0.04
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No		0.47
INC000000471403	Glen Slaugh	Application	Error	Employee Gateway		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471406	Glen Slaugh	Application	Error	Employee Gateway		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471408	Karen Yoast	Application	Error	Novell GroupWise		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00
INC000000471409	Justin Schellenberg	PC/Laptop	Error	Novell eDirectory		TIR Missed: No		0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No		0.00

Transportation

INC000000471412	Tami Timothy	Application	Reporting	Quicken		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471416	Glenn Blackwelder	Network	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471423	Grant Jackson	Network	Incident	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471424	Lori Dabling	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471429	Matt Parker	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471436	Michael Cole	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471448	Tami Timothy	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471452	Rux Rowland	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471455	Tami Timothy	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471456	Darren Vincent	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471459	Bill Larson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471461	Geoffrey Dupaix	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471463	Craig DeRose	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471464	Matt Parker	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471472	Daryl Friant	PC/Laptop	Hardware	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471500	James Olschewski	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471738	Vic Saunders	Mobile Devices	Error	Droid		TIR Missed: No	0.55
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.79

Transportation

Incident	Requester	Category	Type	Item	TIR/TTR Missed		Hours
INC000000471853	Semi Tuiatua	Network	None	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000471883	Susan Petty	Telecom	Dial Tone	Telephone	TIR Missed: No		0.25
	Voice/Data/WAN Services	T Artis	Transportation	Low	Closed	TTR Missed: No	0.40
INC000000471884	Laura Haney	Telecom	None	None	TIR Missed: Yes		1.09
	Voice/Data/WAN Services	T Artis	Transportation	Low	Closed	TTR Missed: No	1.72
INC000000471967	Cheri Guertler	Telecom	None	None	TIR Missed: No		0.39
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	1.42
INC000000472035	Clayton Wilson	Application	Error	ProjectWise	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000472039	Rick Torgerson	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000472082	Jami Gentry	Application	None	None	TIR Missed: No		0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000472143	Vicki Wittwer	PC/Laptop	Error	None	TIR Missed: No		0.00
	Rural South Desktop Support	Doug Thornton	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000472146	Larry Ivie	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.77
INC000000472147	Richard Sharp	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	1.10
INC000000472218	Julie Mattingly	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	1.81
INC000000472256	Eddy Franco	None	None	None	TIR Missed: No		0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	5.03
INC000000472304	Kim Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000472374	Rodney Andrews	Telecom	Dial Tone	Telephone	TIR Missed: No		0.18
	Voice/Data/WAN Services	Mike Johnson	Transportation	Low	Closed	TTR Missed: No	0.88
INC000000472542	Ron Wicks	Application	Error	Microsoft Office	TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000472561	Rodney Andrews	PC/Laptop	Performance	None	TIR Missed: No		0.58
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Closed	TTR Missed: No	0.58
INC000000472642	Robert Stewart	Application	Error	Microsoft Windows XP Professio	TIR Missed: No		0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

Incident	Name	Category	Type	Product			Missed	Value
INC000000472814	Susan Jensen	Wireless Connectivity	Error	None			TIR Missed: Yes	1.12
Campus Networking	David Miller	Transportation		Low	Closed		TTR Missed: No	2.39
INC000000472823	Susan Jensen	PC/Laptop	Hardware	Microsoft Windows XP Professio			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000472829	Josh Miller	None	None	None			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000472834	Clayton Wilson	Application	Error	Microsoft Windows 7			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000472845	Randy Dolinski	Network	Password	IManager			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000472847	Dale G Robins	Application	Error	Adobe Reader			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473049	Nancy Jerome	PC/Laptop	Performance	Microsoft Windows XP Professio			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473053	Susan Austin	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473057	Ivan Hartle	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473059	Gernice White	PC/Laptop	Performance	Microsoft Windows XP Professio			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473079	Gaye Babcock	PC/Laptop	Hardware	Microsoft Excel			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473199	Catherine Higgins	Network	None	Novell Client for 32-bit Windows			TIR Missed: No	0.66
Metro C West Desktop Support	Cody Flanders	Transportation		Low	Closed		TTR Missed: No	0.89
INC000000473308	Kelly Olson	Network	Password	IManager			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473311	Kelly Olson	Print/Copy/Scan/Fax	Incident	Adobe Reader			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473313	Kevin Griffin	Telecom	Voice Mail	Telephone			TIR Missed: No	0.05
Voice Operations	Romanza Hamblin Sorensen	Transportation		Low	Closed		TTR Missed: No	0.55
INC000000473315	Lance Courtier	Application	Error	Novell GroupWise 32-bit Windo			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00
INC000000473320	Kevin Kitchen	PC/Laptop	Error	Adobe Media Player			TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed		TTR Missed: No	0.00

Transportation

Incident	Name	Type	Category	Item		TIR/TTR Missed	Value
INC000000473389	Kirk Thornock	Application	Password	ProjectWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473421	Cheri Guertler	None	None	None		TIR Missed: Yes	1.27
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	1.75
INC000000473464	Michelle Lewis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Closed	TTR Missed: No	0.47
INC000000473568	Troy Torgersen	Application	Error	Computer Aided Drafting and De	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	
INC000000473572	Doug Croft	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473577	Laurie Howard	Telecom	Feature	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	T Artis	Transportation	Low	Closed	TTR Missed: No	0.19
INC000000473593	DC Warnock	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	
INC000000473657	Pamela Moyer	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473664	Nikki DeNiro	Application	Error	WinZip		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	2.80
INC000000473675	Clinton McCleery	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473719	Travis Bair	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473725	Lisa Napier	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473737	George Priskos	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473739	Kent Thurston	Application	None	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	1.53
INC000000473743	Troy Starley	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473925	Jason E Davis	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000473935	Rodger Genereux	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000473937	Tyler Lake	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation		Low	Closed	TTR Missed: No	
INC000000473965	Jeri Pace-Humphrey	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000473967	Mark Muhlestein	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000473970	Mike Wickens	PC/Laptop	Virus	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000473972	Michael Berry	PC/Laptop	Virus	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000473973	Codee Raymond	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000473974	Edward Layton	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000473990	Linda Barrow	Telecom	Feature	Telephone		TIR Missed: No	0.00
Voice Operations	Kelly Johnson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474102	Alec Strassburg	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation		Low	Closed	TTR Missed: No	1.25
INC000000474141	J Tucker Doak	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474166	Janet Rixey	Telecom	None	None		TIR Missed: No	0.25
Voice Operations	Britany Egan	Transportation		Medium	Closed	TTR Missed: No	0.85
INC000000474190	Teresa Johnson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474199	Teresa Johnson	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474315	Chris Cowan	None	None	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474379	Gaylen Dalton	Application	Error	Operations Management Syster		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474497	Kerry Glover	Print/Copy/Scan/Fax	Incident	Novell GroupWise 32-bit Windov		TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474692	Matt McCormick	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.22

Transportation

INC000000474721	Glenn Blackwelder	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474730	Gary Lepic	Network	Incident	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474736	Terry Jacobson	PC/Laptop	Performance	None	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474741	Nancy Jerome	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Resolved	TTR Missed: No	
INC000000474752	Sherry Brown	Application	Error	ProjectWise	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474756	Adam Lough	Mobile Devices	Error	Novell GroupWise	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474761	David R Gill	PC/Laptop	Performance	Microsoft Windows Operating S	TIR Missed:	No	0.00
Rural Central Desktop Support	Randy Graham	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474796	Pete Glines	Print/Copy/Scan/Fax	Error Code	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474931	Lonnie Marchant	PC/Laptop	Error	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	1.19
INC000000474933	Scott Niemeyer	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474937	Teresa Johnson	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474940	Eric Chaston	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474951	Ashlee Parrish	None	None	None	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000474978	David Alger	Network	None	Microsoft Windows Server 2003	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Closed	TTR Missed: No	4.72
INC000000474987	Tammy Misrasi	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Closed	TTR Missed: No	1.80
INC000000474990	Mike Bair	PC/Laptop	Performance	Microsoft Windows XP Professic	TIR Missed:	No	0.00
Rural North Desktop Support	Robert Stock	Transportation		Low	Closed	TTR Missed: No	2.05
INC000000475035	Jason E Davis	Application	Error	Novell GroupWise 32-bit Windov	TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	5.93

Transportation

INC000000475104	Deborah Pilling	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Transportation	Low	Closed	TTR Missed: No	0.08
INC000000475383	Bob Westover	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475398	Teresa Johnson	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475420	Kathy Vansickle	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Closed	TTR Missed: No	0.06
INC000000475421	Jill Baxter	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475437	David R Gill	PC/Laptop	Hardware	Microsoft Windows Operating S		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475440	Adam Lough	Application	Error	ProjectWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475444	Michael Cole	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475451	David R Gill	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475453	Steve Bonner	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475456	Calvin Tisi	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475538	Quentin Hughes	None	None	electronic Project Management		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.84
INC000000475609	Brent Schvaneveldt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475616	Adam Lough	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475625	Michael Cole	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475644	Brian Phillips	Application	Error	Microsoft Office 2003 Profession		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000475651	Tyson Larson	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000475963	Troy Richins	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476077	Tamy Scott	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation		Low	Closed	TTR Missed: Yes	6.68
INC000000476134	Mone Wardle	PC/Laptop	Hardware	None	TIR Missed: No	0.11
Metro C West Desktop Support	Cody Flanders	Transportation		Low	Closed	TTR Missed: No	1.79
INC000000476150	Steven Nielsen	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476152	Lonnie Marchant	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Resolved	TTR Missed: No	5.35
INC000000476271	Janet Rixey	PC/Laptop	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476302	Adam Christensen	Wireless Connectivity	Performance	CapNet	TIR Missed: No	0.37
Campus Networking	David Miller	Transportation		Low	Closed	TTR Missed: No	1.33
INC000000476336	Keith E Brown	PC/Laptop	Hardware	None	TIR Missed: No	0.09
Metro C West Desktop Support	Cody Flanders	Transportation		Low	Closed	TTR Missed: No	0.88
INC000000476342	Kelli Bacon	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.06
Metro C West Desktop Support	Hal Wold	Transportation		Low	Closed	TTR Missed: No	5.83
INC000000476355	Laurie Howard	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476374	Judy Romrell	Print/Copy/Scan/Fax	None	Microsoft Windows XP Professic	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476388	Bill Boyer	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476436	David Fadling	Application	None	None	TIR Missed: No	0.59
Metro C Hosting	Jason Wihongi	Transportation		Low	Closed	TTR Missed: No	0.59
INC000000476443	Shawn Wright	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	2.73
INC000000476446	Austin Hardcastle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476526	Bill Lovelace	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed: No	0.00
INC000000476684	Terry Wiseman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed: No	0.00

Transportation

INC000000476700	Barry Axelrod	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000476704	Daryl Lewis	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000476821	Denece Sheppick	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.47
INC000000476935	Valentino Martinez	Network	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Medium	Closed	TTR Missed: No	0.00
INC000000476936	Patty Jones	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000476937	Valentino Martinez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000476938	Patty Jones	Application	None	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000476940	Mike Bair	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000476941	Valentino Martinez	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477065	Peter Tabachki	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477071	Adam Anderson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477076	Eddy Franco	None	None	None		TIR Missed: No	0.13
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.60
INC000000477109	Jeremy Gilbert	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.27
INC000000477110	Dale Stapley	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Medium	Closed	TTR Missed: No	0.00
INC000000477167	Ron Wicks	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Closed	TTR Missed: No	0.47
INC000000477220	Brett Anderson	Application	Error	Novell GroupWise 32-bit Windov		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477245	Laurie Howard	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Hal Wold	Transportation	Low	Closed	TTR Missed: No	0.58

Transportation

INC000000477263	Silvia Barbre	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477331	Kimberly Krein	Application	None	Kofax ImageControls		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477340	Julie Anderson	Application	None	Kofax ImageControls		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477364	Robb Edgar	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.67
INC000000477372	Cory Bekkemellom	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	4.90
INC000000477390	Jennifer Orton	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477417	Janice Billeter	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.25
INC000000477418	Daniel Hsiao	Network	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000477421	Teresa Johnson	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.24
INC000000477422	Dottie Weese	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.23
INC000000477425	Matt McCormick	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.22
INC000000477426	Travis Bair	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.21
INC000000477435	John Heiser	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.08
INC000000477629	Lisa Napier	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.65
INC000000477631	James Houston	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	1.81
INC000000477711	Danielle Herrscher	None	None	None		TIR Missed: No	0.29
	Application Services	Tony Larsen	Transportation	Low	Closed	TTR Missed: No	1.32
INC000000477713	Reggie Estes	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Closed	TTR Missed: No	1.30

Transportation

INC000000477818	Kerry Kendall	Application	Error	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Todd Hardy	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000477930	Eric Lyon	Application	None	Microsoft Word		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000477936	Stacy Frandsen	Application	None	Novell GroupWise		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478028	Blake Gillies	Application	Password	PGP		TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478053	Rebecca Collins	PC/Laptop	Virus	Microsoft Windows XP Professic	TIR Missed:	No	0.13
Metro C West Desktop Support	Shane Squire	Transportation		Low	Closed	TTR Missed:	No	2.33
INC000000478356	John Ratliff	None	None	None		TIR Missed:	No	0.01
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed:	No	3.77
INC000000478494	Leslie M Peterson	Application	None	Novell GroupWise		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478631	Joanna Gunderson	PC/Laptop	None	PGP		TIR Missed:	No	0.56
Rural Central Desktop Support	Todd Hardy	Transportation		Low	Closed	TTR Missed:	No	0.61
INC000000478642	Paul Baum	None	None	None		TIR Missed:	No	0.00
Rural Central Desktop Support	Jessica Purcell	Transportation		Low	Closed	TTR Missed:	No	
INC000000478656	Wes Starkenburg	Application	None	Novell GroupWise		TIR Missed:	No	0.00
Metro C Help Desk	Karen Gross	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478665	Carrie Baker	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478757	Jill Baxter	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed:	Yes	7.07
INC000000478800	George Priskos	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478839	Nacey Wilson	None	None	None		TIR Missed:	No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation		Low	Closed	TTR Missed:	No	0.00
INC000000478888	Frank Pisani	Application	None	ArcGIS Server Applications	TIR Missed:	Yes	22.32
Metro C Hosting	Jason Wihongi	Transportation		Low	Resolved	TTR Missed:	Yes	90.50
INC000000479007	Scott A Hayes	None	None	None		TIR Missed:	No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation		Low	Closed	TTR Missed:	No	4.40
INC000000479150	Nathan Merrill	Application	Error	PGP		TIR Missed:	No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation		Low	Closed	TTR Missed:	No	0.00

Transportation

INC000000479156	Michael Adams	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479170	Mike Seng	Network	Error	Internet Explorer		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479402	Brian Sorensen	Application	Password	electronic Project Management		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479439	Stephenie Johnson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479460	Travis G Ackermann	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Closed	TTR Missed: No	0.11
INC000000479554	Larry Ivie	Network	Password	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479618	Joanna Gunderson	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479626	Darren Vincent	Mobile Devices	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479629	Bob Westover	PC/Laptop	Performance	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479631	Rod Hess	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479633	Ranae Nielsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479636	Jack Lyman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479639	Shane Marshall	Network	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479645	Bonnie Bernardo	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479648	Jared Beard	PC/Laptop	Hardware	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479649	Wendy Nez	PC/Laptop	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479760	Andrea Gonzales	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00

Transportation

INC000000479762	Cherissa Wood	Network	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479775	Robert Pelly	PC/Laptop	Hardware	None	TIR Missed: No	0.03
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	2.82
INC000000479901	Tracy Young	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479902	Chris Newman	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479924	Laurie Howard	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479926	Steven Bagley	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000479928	Michael A Adams	Mobile Devices	None	Novell GroupWise	TIR Missed: No	0.15
	Application Services	Dustin Crump	Transportation	Medium	Resolved	TTR Missed: No	0.69
INC000000479998	Daniel Adams	Mobile Devices	None	Novell GroupWise	TIR Missed: No	0.07
	Application Services	Dustin Crump	Transportation	Low	Closed	TTR Missed: No	0.39
INC000000480003	Robert Pelly	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000480005	Tracey Mulder	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000480010	Richard Shelley	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000480279	Jared Beard	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Closed	TTR Missed: No	0.00
INC000000480305	Kaylena Pizzo	None	None	None	TIR Missed: No	0.00
	Campus Networking	Tim King	Transportation	Medium	Closed	TTR Missed: No	0.00
INC000000480361	Linda Fenn-Stokes	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: Yes	8.63
INC000000480384	Shauna Bergen	None	None	None	TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.95
INC000000480612	Rukhsana Lindsey	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: Yes	7.58
INC000000480628	Richard Clarke	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000480678	Robert Pelly	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000480736	Mindy Nelson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.91
INC000000480737	Mike Merkley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.93
INC000000480740	Georges Aspervil	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.94
INC000000480741	Georges Aspervil	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.94
INC000000480747	Andy Tzvetcoff	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.95
INC000000480784	Darren Vincent	None	None	Data Synchronizer		TIR Missed: No	0.11
	Application Services	Danielle Hood	Transportation	Low	Resolved	TTR Missed: No	4.64
INC000000480838	Bonnie Bernardo	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000480906	Scott Wisham	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.43
INC000000480907	Lonnie Marchant	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.44
INC000000480909	Ryan Ellsworth	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	4.80
INC000000480910	Bill Boyer	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.42
INC000000480914	Donnell Taggart	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.29
INC000000480917	Doug Calder	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.30
INC000000480932	Bonnie Bernardo	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	4.42
INC000000480939	Carma Savage	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.24
INC000000480944	Ron Wicks	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	0.55

Transportation

INC000000480959	Keith Meinhardt	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000480983	Eric Rasband	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	1.61
INC000000480996	Geoffrey Dupaix	Network	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed: No	3.54
INC000000481123	George Jay Simon	Application	Password	electronic Project Management	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481238	Jared Dastrup	Application	Password	Project Development Business	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481322	Leon Hadley	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481326	Lynne Yocom	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481331	Joshua Sletten	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481399	James Rico	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.64
INC000000481753	Tam Southwick	Network	None	Novell ConsoleOne	TIR Missed: Yes	3.63
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	4.20
INC000000481759	Jennifer Orton	Telecom	Conference	None	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481782	Ileene Grundy	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481899	Pam Salazar	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000481910	Mike Garcia	None	None	None	TIR Missed: No	0.03
Metro C West Desktop Support	Hal Wold	Transportation	Low	Resolved	TTR Missed: No	3.72
INC000000481972	Ivan Hartle	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000482056	Nathan Burt	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.09
INC000000482058	Lynda Seckletstewa	Application	Error	WordPerfect Office 2002	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000482064	Amanda Holm	Remote Connectivity	Performance	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482074	Lewis Massey	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482080	Stuart Hoff	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482103	Mark Laws	Application	Password	Utah Master Directory		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482108	Bo Guo	PC/Laptop	Error	None		TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482164	Bryan Lee	Network	None	None		TIR Missed:	No	0.11
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed:	No	0.63
INC000000482301	Justin Schellenberg	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482412	Barry Axelrod	Application	None	Novell GroupWise		TIR Missed:	No	0.50
	Application Services	Bart Purser	Transportation	Low	Resolved	TTR Missed:	No	1.11
INC000000482470	Homa Shabestari	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000482592	Kim Stocking	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.06
INC000000482636	Nazee Treweek	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	5.24
INC000000482640	Roy Ulibarri	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed:	No	0.26
INC000000482718	Kristina Tingey	PC/Laptop	Error	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed:	No	0.71
INC000000482767	Jeffery Saddler	PC/Laptop	Hardware	None		TIR Missed:	No	0.36
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed:	No	0.43
INC000000482852	Danielle Herrscher	Application	None	Novell GroupWise		TIR Missed:	Yes	1.79
	Application Services	Tony Larsen	Transportation	Low	Resolved	TTR Missed:	No	2.34
INC000000483063	Teresa Johnson	None	None	None		TIR Missed:	No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000483102	Craig Hancock	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00

Transportation

INC000000483112	Thad Pinkerton	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483118	Steven Acerson	Mobile Devices	Error	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483119	Rodger Genereux	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483121	Nacey Wilson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483131	Christopher Lizotte	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483132	Nacey Wilson	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	
INC000000483155	Cathy Kendrick	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483162	Shayla Penney	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483166	Ivan Hartle	Application	Error	ProjectWise	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483193	Richard H Jones	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	3.16
INC000000483208	Eric Hansen	Application	Error	Gmail	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483210	Cathy Kendrick	Network	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483217	Mike Seng	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483273	Eric Hansen	Application	Error	Gmail	TIR Missed: No	0.80
Metro C Help Desk	Chris Olson	Transportation	Low	Resolved	TTR Missed: No	1.89
INC000000483283	Tamy Scott	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Diane Christensen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483364	Pamela Moyer	None	None	None	TIR Missed: No	0.00
Metro C Hosting	Jason Wihongi	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483580	Marc Sutton	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000483582	Bailey Toolson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483661	Frank Pyle	Network	None	None	TIR Missed: Yes	2.99
	Metro C Hosting	Jason Wihongi	Transportation	Low	Resolved	TTR Missed: No	2.99
INC000000483774	Pat McGann	Application	Error	Novell GroupWise 32-bit Window	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483842	Peter Tang	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	1.59
INC000000483864	Stephenie Johnson	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000483881	David Fadling	Server	None	None	TIR Missed: Yes	1.14
	Metro C Hosting	Jason Wihongi	Transportation	Low	Resolved	TTR Missed: No	1.14
INC000000483977	Kevin Kitchen	Application	Error	Active Directory	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484271	Kelly Moffitt	Application	Reporting	Symantec AntiVirus	TIR Missed: Yes	1.19
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	1.19
INC000000484272	Donna Beagley	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484345	Donna Beagley	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484439	James Beers	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484470	Pam Higgins	None	None	None	TIR Missed: Yes	11.19
	Metro C Hosting	Brian Winn	Transportation	Low	Resolved	TTR Missed: Yes	11.19
INC000000484480	Denise Poole	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484490	John M Smith	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484498	Rod Hess	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484504	Stuart Hoff	Network	Incident	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484513	John Higgins	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000484527	Arty Johnson	Application	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484529	Shane Marshall	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484531	Marco Palacios	PC/Laptop	Error	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484532	Chad Hansen	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484533	Glenn Blackwelder	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484683	Dan Kuhn	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484735	Ming Ming Jiang	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484750	Kris Peterson	Mobile Devices	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.62
INC000000484764	Judie McDermott	PC/Laptop	Error	Microsoft Windows XP Professic	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	2.55
INC000000484800	Pam Higgins	Application	Error	Internet Explorer	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484876	John F Christensen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484881	Rustin Anderson	Application	Error	Adobe Acrobat	TIR Missed: No	0.00
Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000484931	Rick Golsan	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.25
INC000000484933	Shelley Milligan	None	None	None	TIR Missed: No	0.00
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.25
INC000000484961	Kristi Nye	PC/Laptop	Password	Novell ConsoleOne	TIR Missed: No	0.00
Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.44
INC000000485002	Callie Halling	None	None	None	TIR Missed: No	0.01
Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	2.95
INC000000485017	Susan Jensen	Application	None	Gmail	TIR Missed: Yes	6.07
Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: Yes	6.30

Transportation

INC000000485046	Kim Banks	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000485071	Dan Kuhn	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000485166	Susan Parker	Telecom	Call/Receive	Telephone		TIR Missed: No	0.56
	Voice Operations	Kelly Johnson	Transportation	Low	Resolved	TTR Missed: No	0.89
INC000000485202	Lynn Bernhard	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000485233	John Higgins	None	None	Ipads		TIR Missed: No	0.57
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed: No	0.78
INC000000485329	Shawn Davis	None	None	None		TIR Missed: No	0.29
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.29
INC000000485396	Ryan Williams	Application	None	Kofax ImageControls		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000485459	Barry Axelrod	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000485506	Richard Sharp	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Cody Flanders	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000485646	Patti Barton	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Shane Squire	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000486109	Boyd Pickering	Application	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000486111	Rustin Anderson	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000486347	Carma Savage	Telecom	Dial Tone	Telephone		TIR Missed: No	0.55
	Voice Operations	Romanza Hamblin Sorensen	Transportation	Low	Resolved	TTR Missed: No	0.59
INC000000486361	Jackie Nosack	Application	None	ProjectWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000486537	George Peterson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Transportation	Low	Resolved	TTR Missed: No	0.05
INC000000486604	John Leonard	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000486606	Robert Pelly	Application	None	ProjectWise		TIR Missed: No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000486611	Cherissa Wood	Application	None	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000486643	James Pratt	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	4.04
INC000000486865	Tammy Misrasi	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000486980	Pat Lowe	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487002	Brandon Klenk	None	None	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed:	No	3.93
INC000000487008	Clint Tyler	PC/Laptop	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487030	Craig Hancock	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487081	Kimberly Krein	Application	Error	Novell GroupWise	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487103	Pam Salazar	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487123	Wayne Warnock	Mobile Devices	Error	iPhone	TIR Missed:	No	0.00
	Rural Central Desktop Support	Richard Packer	Transportation	Low	Resolved	TTR Missed:	No	0.77
INC000000487135	Julie Birtcher	PC/Laptop	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487144	Lester John	Application	Error	Project Development Business	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487177	Stuart Hoff	Network	Incident	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487416	Michael Blotter	Application	Error	iTunes	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487426	Richard C Clark	Application	Error	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Todd Hardy	Transportation	Low	Resolved	TTR Missed:	No	4.66
INC000000487458	Alex Lamb	Application	Error	Microsoft Windows XP Professio	TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed:	No	0.00
INC000000487512	Linda Barrow	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Karen Gross	Transportation	Low	Resolved	TTR Missed:	No	0.00

Transportation

INC000000487631	Pat McGann	PC/Laptop	Hardware	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000487756	Jeff Williams	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Transportation	Low	Resolved	TTR Missed: No	2.36
INC000000487778	Sue Steed	Application	None	Novell GroupWise 32-bit Windov	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.60
INC000000487780	Clayton Wilson	Telecom	Conference	None	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000487784	Glen Ames	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed: No	0.00
	Rural North Desktop Support	Robert Stock	Transportation	Low	Resolved	TTR Missed: No	0.49
INC000000487793	Darin Fristrup	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000487796	Rodger Genereux	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000487800	Susan Petty	None	None	None	TIR Missed: No	0.04
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	4.58
INC000000487843	Neil Dawson	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jeff Bench	Transportation	Low	Resolved	TTR Missed: No	3.97
INC000000487976	Wess Walls	Application	Error	Operations Management Syster	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488028	John Sharp	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488029	Scott A Hayes	Network	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488032	Tim Rose	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Mike Larsen	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488040	Brian D Quarnberg	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488069	Clayton Wilson	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488090	Josh Glazier	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00
INC000000488101	Jim Golden	Application	Error	Project Development Business !	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Transportation	Low	Resolved	TTR Missed: No	0.00

Transportation

INC000000488214	Chris Potter	Mobile Devices	None	BlackBerry Configuration		TIR Missed:	No	0.10
	Application Services	Dustin Crump	Transportation	Low	Resolved	TTR Missed:	No	0.14
INC000000488620	Scott Nussbaum	Network	Error	Novell Client for 32-bit Windows		TIR Missed:	Yes	1.06
	Rural North Desktop Support	Rodney Peterson	Transportation	Low	Resolved	TTR Missed:	No	1.06